

NGFTS

National Guard Full-Time Support



HUMAN RESOURCES INFORMATION LETTER



Oklahoma National Guard Human Resources Office

Joint Force Headquarters, Oklahoma National Guard
Oklahoma City, Oklahoma 73111-4398

No. 10-05
Date: 15 September 2010

Employee Benefits Information System (EBIS) / Interactive Voice Response System (IVRS)

Subject: Employee Benefits Information System (EBIS) Interactive Voice Response System (IVRS)

Reference:

TN Memorandum, TN-10-12 dated 9 July 2010

Eligibility: Current National Guard (NG) Technicians

Effective Date: 1 October 2010

Use: National Guard Bureau (NGB) will implement a new way for federal technicians to enroll, change or terminate Federal Health and Life Insurance, Thrift Savings Plan (TSP) also retirements will be processed through this system.

NGB-J1-TN has been asked many times why we are deploying EBIS/IVRS and why we are going to be serviced by the Army Benefits Center – Civilian (ABC-C). EBIS is a web application that allows Technicians to access general and personal benefits information and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements. IVRS is an automated self-service program Technicians can access from a touch-tone telephone system. Unlike the web, IVRS allows you to transfer to a benefits counselor for additional assistance. The types of transactions processed are TSP, Life Insurance, Health Insurance and Retirements.

The National Guard must transition to EBIS/IVRS prior to deploying the Electronic Official Personnel Folder (eOPF). The eOPF transition is required by the Office of Management and Budget (OMB) and has to take place NLT 4Q FY12. Department of Defense's plan is to be completed by 4Q FY11. Once the eOPF application is deployed, the HROs will no longer maintain paper Official Personnel Folders (OPFs). The National Guard is on target to deploy EBIS/IVRS on 1 October 2010

NGB-J1-TN, in conjunction with the DoD EBIS/IVRS consortium, has entered into an agreement with the Department of the Army to provide application hosting and functional services, system administration and call center support for deploying and sustaining EBIS/IVRS throughout the National Guard. Through the use of EBIS/IVRS, the Technician workforce will be able to conduct a full range of personnel activities related to their respective employee benefits and retirement services.

The information from EBIS/IVRS automatically flows into the Defense Civilian Personnel Data System (DCPDS). The process results in an increase in accuracy and timeliness of actions processed.

For additional information please visit the following websites below.

AKO Access Instructions

<http://jfhqportal.ok.ng.ds.army.mil/J1/Shared%20Documents/Encl%201%20AKO%20Access%20Instructions.docx>

Accessing EBIS

<http://jfhqportal.ok.ng.ds.army.mil/J1/Shared%20Documents/Encl%205%20Accessing%20EBIS.docx>

Your point of contact is TSgt Kala Dyer at (405) 228-5537.

SHIRLEY M KYLES

LtCol, OKANG

Acting Director of Personnel/J1